



# ENFORCEMENT REPRESENTATIVE I, CONTRACTORS STATE LICENSING BOARD

## OPEN – STATEWIDE, CONTINUOUS EXAMINATION

[www.dca.ca.gov](http://www.dca.ca.gov)



The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

WHO CAN APPLY	Applicants who meet the minimum qualifications <b>AND</b> have not taken this examination within the last 12 months may apply.	
HOW TO APPLY	Please submit an application (STD 678) to the address indicated below. <b>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.</b> <b>NOTE:</b> All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. <b>Applications received without this information will be rejected.</b> Resumes <b>will not</b> be accepted in lieu of a completed State Application, Form STD 678.	
WHERE TO APPLY	<b>MAIL TO:</b> Department of Consumer Affairs Attn: Selection Services PO BOX 980428 West Sacramento, CA 95798-0428	<b>HAND DELIVERED:</b> Department of Consumer Affairs Attn: Selection Services 1625 N Market Blvd, Suite N321 Sacramento, CA 95834
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.	
FINAL FILE DATE	<b>CONTINUOUS FILING</b> - Applications are accepted on a continuous basis and examinations will be scheduled as needs warrant. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.	
SALARY RANGE	Range A: \$3935 - \$4982 Range B: \$4321 - \$5469	
TESTING PERIOD	A candidate may only test once in a 12 month period.	
REQUIRED IDENTIFICATION	Accepted applicants will be required to bring either a photo identification card or two forms of signed identification to the examination.	
POSITION STATEMENT	Incumbents investigate complaints, prepare responses, and recommend appropriate action; contact and interview consumers, licensees, and suspected non-licensees; review applications for licensure; resolve complaints between consumers and licensees; coordinate industry expert inspections to ensure compliance with the provisions of the law; provide instructions and information to consumers, licensees, and government agencies.  Positions exist statewide with the Department of Consumer Affairs, Contractors State License Board.	
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. <b>Your signature on your application indicates that you have <u>read</u>, <u>understood</u>, and <u>posses</u> the basic qualifications required.</b>  Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.	

### SEE REVERSE FOR ADDITIONAL INFORMATION

**MINIMUM  
QUALIFICATIONS****Either I**

Experience: One year of experience in the Contractor's State License Board performing duties equivalent in level of responsibility to a Consumer Services Representative.

**Or II**

Education: Equivalent to graduation from college preferable with a major in law enforcement, public or business administration, or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Qualifying experience may be substituted for the required education on a year to year basis.)

**Or III**

Experience: (1) Completion of two years of trade school in construction; or (2) Four years of experience at the journeyman level in one or a combination of:

1. Building construction trades; or
2. Independent field investigation work.

**DEFINITION OF  
TERMS**

The words "**performing the duties equivalent to ...**" and "**level of responsibility equivalent to...**" means the applicant must have State service experience of appropriate type and length in a classification at the same (or higher) salary level as the class specified.

The words "**equivalent to graduation from college...**" Satisfaction of the requirements for a bachelor's degree from an accredited college. Bachelor's degree, completion of the number of units typical of four full years of college (120 or more semester units or 180 or more quarter units.) This means applicant must show receipt of a bachelor's degree.

**EXAMINATION  
INFORMATION**

Written test dates and locations are determined as conditions and needs warrant. When dates are determined all accepted applicants will receive notification of their written test time and place at least two (2) weeks prior to their scheduled date.

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Candidates who do not appear for the written test will be disqualified.***

**EXAMINATION  
SCOPE****WRITTEN TEST – WEIGHTED 100%**

- A. Knowledge of:
1. Review techniques including planning and organizing.
  2. General principles and concepts used in project review, writing, and analysis.
  3. Administrative and criminal investigation.
  4. Contractor's laws and regulations.
  5. Mediation techniques.
  6. Modern office methods and equipment.
  7. Terminology and procedures used in the construction industry.
- B. Ability to:
1. Independently gather, compile, analyze, and interpret data.
  2. Prepare complete correspondence and reports in a clear and concise manner.
  3. Communicate effectively.
  4. Willingness to learn and use various computer software.
  5. Reason logically and creatively and use a variety of analytical techniques.
  6. Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.
  7. Consult and advise interested parties on cases or related materials.
  8. Gain and maintain the confidence and cooperation of law enforcement official and others.

**FINGERPRINTING**

Applicants will be fingerprinted for the purpose of obtaining a criminal record check.

**DRIVERS LICENSE  
REQUIREMENTS**

Applicants for positions in this classification series must possess a valid driver's license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

**SPECIAL PERSONAL  
CHARACTERISTICS**

Demonstrated ability to act independently with flexibility and tact; willingness to work odd and irregular hours; and good memory for names, faces and incidents.  
Some positions: Willingness to travel.

**SEE NEXT PAGE FOR ADDITIONAL INFORMATION**

**ELIGIBLE LIST  
INFORMATION**

Names of successful competitors are merged into a departmental open list established for use by the Department of Consumer Affairs, Contractors State License Board in order of final scores regardless of testing date. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS  
PREFERENCE  
POINTS**

Veterans preference credit will be added to the final score of all competitors in this examination who qualify for, and who have requested these points and who are successful in the examination.

**CAREER CREDITS**

Career credits will not be granted in this examination.

**QUESTIONS**

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Blvd., Ste. N-321, Sacramento, CA 95834. (916)574-8370.

**GENERAL INFORMATION**

**The Department of Consumer Affairs'** Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

**It is the candidate's responsibility** to contact the Department of Consumer Affairs' Selection Services Unit at **(916) 574-8370** if you should have any questions regarding this examination.

**Applications are available at State Personnel Board** offices, local Employment Development Department offices, the Department of Consumer Affairs and at [www.spb.ca.gov](http://www.spb.ca.gov).

**If you meet the requirements** to participate in this examination, you may take this examination. Possession of the entrance requirements, does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their score.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

**Employment lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the essential functions of the duties to the class. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

**Veterans Preference Credits:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted, it is as follows: 10 points for disabled veterans and 5 points for other veterans. Directions for applying for veteran's preference and definitions for Veteran Disabled Veteran are available on the Application for Veterans Preference form, which is available from the State Personnel Board office or written test proctors.